



Cornerbrook Training — Booking and Cancellation Policy

1. Data Protection and GDPR Policy

Our Data protection policy explains the data Cornerbrook Training Ltd collect about you and the steps we take to ensure your information is kept secure and confidential. This information is shared only with CPCS and the relevant awarding bodies NOCN Cskills, Proqual & CITB and no other body or organisation. This policy is available upon request.

2. Prices, Payment and Deposits

On receiving the quote, full payment/deposit must be paid to reserve the place. The deposit is a non-refundable amount due to administration costs.

Payment is by bank transfer.

Payment can also be taken by debit/credit card. Cornerbrook at no time stores any card details. Refunds (minus deposits) if applicable, will only be made to the person who paid for the original transaction.

All deposits/payments must be made in UK pound Sterling only. We cannot accept liability if payment is refused or declined by your credit/debit card supplier for any reason.

New customers (Private Individuals) Must pay in full prior to course commencement unless agreed with Cornerbrook.

New customers (Business) New businesses will be invoiced on a proforma basis and must be paid in full prior to course commencement.

All new account applications will be subject to a full credit check.

Existing Business Customers (active account) Payment terms are strictly no later than 30 days from date of invoice for customers (unless with prior written agreement). If these terms are not adhered to it will revert to immediate full payment prior to the course commencement.

CORNERBROOK RESERVE THE RIGHT TO CANCEL THE BOOKING IF PAYMENT TERMS, AS ABOVE, HAVE NOT BEEN MET.

All charges are subject to VAT at the appropriate rate if applicable.

Full Certification (including any CPCS cards) will be issued once the relevant invoice has been paid in full. In the event of any replacement card requests an administration cost will be applied.

3. Cancellation & Postponement

Cancellations & No Show:

Cancellations must be emailed to info@cornerbrooktraining.co.uk at the earliest opportunity. Verbal cancellation will not be accepted under any circumstances.

No show candidates are charged at 100% unless otherwise agreed with prior approval from Cornerbrook.

Cornerbrook reserve the right to charge 100% of the course fee if 7 days or less notice is given. If the course you are confirmed on includes the hire of external plant, Cornerbrook reserve the right to pass to you the customer the cancellation charges from the plant hire company should there be any.

Cornerbrook reserve the right to charge 50% of the course fee if less than between 8 & 21 days notice is given.

No charges will be made for cancellation of training if more than 21 days notice is received. However, the original quote for training will be subject to a re-quote and a new booking.

Postponements:

Postponements of bookings requested with less than 21 days' notice prior to course commencement will be dealt with as per our cancellation terms above. Where postponement of a booking is requested with more than 21 days written notice prior to course commencement, we will honour the original quotation for a period of 60 days from the date of postponement. This will ensure that no price increases are subsequently applied to the original booking. This will be at the sole discretion of Cornerbrook.

Removed Candidates are charged at 100%.

4. Right to Remove

We reserve the right to remove any candidate or delegate from any training whether prior to, or during any such training where we reasonably believe that such candidate or delegate is a risk to the health and safety of our employees, and/or other candidates, and/or third parties and/or themselves, including, but not limited to circumstances where the candidate is intoxicated or otherwise under the influence of, or suffering the effects of, alcohol and/or any other substance. There is zero tolerance for any verbal or physical abuse to any of our staff or candidates. The relevant authorities will be notified if required.

5. General/Health Safety & Environment Testing/PPE (Personal Protection Equipment)

In order to ensure that all candidates have fair access to training and testing we request that the candidate contacts Cornerbrook prior to course commencement if there are any special training/testing needs. These will be dealt with in the strictest of confidence.

It is essential that candidates have undertaken and passed the relevant health & safety test within 2 years prior to attempting the CPCS Technical Tests. Failure to do so will result in the CPCS technical tests being cancelled. Unless prior agreement with Cornerbrook.

For CPCS courses, non-achievement in the theory test will result in the practical test being cancelled. There will no refund and there will be additional costs for additional training/testing. An additional quote will be emailed.

Delegates on practical courses must provide their own personal protective equipment and must meet the required standards for health and safety in the workplace. As a minimum they must bring with them safety boots, a high visibility jacket/vest, gloves and a hard hat. Sun cream is recommended in warm weather. This does not apply to Appointed Person courses which is classroom only.